

# Income Withholding Order (IWO)

California Child Support Services

## Fact Sheet

### Employer Guide for Processing Income Withholding Orders

Employers are a valuable partner in California's child support program. Your efforts amount to 70 percent of child support payments for children and families.

As the employer, begin to withhold child support and or medical support no later than the first pay period after receiving the IWO.

Provide the employee with the following within 10 calendar days:

1. **Copy of the IWO**
2. **Copy of the Statement of Employee's Rights**
3. **Instructions to file for relief**

All payments are forwarded to the California State Disbursement Unit (SDU) within 7 business days of the employee pay date. Per California Family Code Section 17309.5, California employers are required to send child support payments electronically to the SDU. There are several electronic payment options available:

- [www.casdu.com](http://www.casdu.com)
- <https://www.expertpay.com>
- [casdu-electronichelpdesk@dcss.ca.gov](mailto:casdu-electronichelpdesk@dcss.ca.gov)
- **By Phone at (866) 901-3212 option 1**

Out-of-state employers may send checks to:  
California State Disbursement Unit  
P.O. Box 989067  
West Sacramento, CA 95798-9067

Notify the child support agency at (866) 901-3212 if your employee is terminated, changes employers, or there is a stop in the withholding of child support or medical support.

The Income Withholding Order (IWO) is a court order that is provided to the employer.

Each IWO directs the employer to withhold from your employees paycheck for child support and medical support. Employers may receive an IWO from either:

- ⇒ **Child Support Agency**
- ⇒ **Out of State Child Support Agency**
- ⇒ **Private Party**

**For additional information visit:**

Employer Resource Center at: <https://childsupport.ca.gov/employer-resource-center/employer-faqs/>  
or the Employer Handbook at: <https://childsupport.ca.gov/employer-resource-center/>